

## **DETAILED ACTION**

### ***Drawings***

1. The drawings are objected to as failing to comply with 37 CFR 1.84(p)(5) because they include the following reference character(s) not mentioned in the description: Figure 4 #440 and Figure 10 #1004. Corrected drawing sheets in compliance with 37 CFR 1.121(d), or amendment to the specification to add the reference character(s) in the description in compliance with 37 CFR 1.121(b) are required in reply to the Office action to avoid abandonment of the application. Any amended replacement drawing sheet should include all of the figures appearing on the immediate prior version of the sheet, even if only one figure is being amended. Each drawing sheet submitted after the filing date of an application must be labeled in the top margin as either "Replacement Sheet" or "New Sheet" pursuant to 37 CFR 1.121(d). If the changes are not accepted by the examiner, the applicant will be notified and informed of any required corrective action in the next Office action. The objection to the drawings will not be held in abeyance.

## **EXAMINER'S AMENDMENT**

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Gary Harkcom on 7 December 2010.

The application has been amended as follows:

1. (Previously Presented) A method of providing patron service at a venue, comprising:

providing, to each of a plurality of patrons, a wireless portable patron unit in communication with one or more central computer systems, the patron unit including an interactive display and providing a plurality of functions, including:

enabling entry, using the interactive display, of a plurality of patron information, including: a patron identifier, a current location of the patron unit, patron requests, and a different location of the patron unit when the patron moves to the different location at the venue;

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive the entered patron information and to perform a plurality of venue functions, including: authenticating the patron using the patron identifier, processing the patron requests, retrieving previously stored information regarding the authenticated patron from a patron database, and wirelessly sending the received patron information and the retrieved patron information to one or more portable wireless staff units;

selectably receiving and displaying on the interactive display information from the one or more central computer systems, including: a status of open patron

requests from the patron, information regarding the patron retrieved from the patron database, information from a staff member assigned to the patron, and venue information; and

providing, to each of a plurality of staff members, a wireless portable staff unit in communication with the one or more central computer systems, each of the wireless portable staff units including an interactive display and providing a plurality of functions, including:

selectably receiving and displaying information on the interactive display from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons, and patron information regarding the assigned patrons retrieved from the patron database;

enabling entry, by the staff member using the interactive display, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information.

2. (Previously Presented) The method as recited in claim 1, further comprising offering, via the patron unit, a plurality of services, including interactive video games, which are automatically activated in the patron unit by a patron making a selection using the interactive display.

3. (Previously Presented) The method as recited in claim 1, wherein the processing of patron requests comprises routing each patron request to one of a plurality of fulfillment centers that provides a fulfillment that is associated with a specific service included in the patron request, wherein each of the plurality of fulfillment centers provides a different specific service.

4. (Previously Presented) The method as recited in claim 3, further comprising notifying staff responsible for a particular order via their wireless portable staff units when a specific patron request is completed and ready for delivery from one of the plurality of fulfillment centers that fulfilled the specific patron request.

5. (Previously Presented) The method as recited in claim 4, wherein each wireless portable patron unit allows a patron to page one or more staff members assigned to that patron.

6. (Previously Presented) The method as recited in claim 4, wherein the patron can request a bill for completed patron requests via the patron unit, and can complete

payment for the bill by a preferred payment process, including electronically paying the bill using the patron unit and electronically requesting the assigned staff member to assist the patron in paying the bill.

7. - 8. (Cancelled)

9. (Previously Presented) The method as recited in claim 4, wherein the selectively receiving and displaying information from the one or more central computer systems includes displaying goods and services offered by the venue on the wireless portable patron units.

10. (Previously Presented) The method as recited in claim 9, wherein the selectively receiving and displaying information from the one or more central computer systems includes displaying cross-sell and/or up-sell recommendations based on previous patron requests made by a same patron, which have been retrieved from the patron database.

11. (Previously Presented) The method as recited in claim 9, wherein the venue information displayed on the patron unit includes general advertisements provided to all patrons of the venue.

12. (Previously Presented) The method as recited in claim 11, wherein the

venue information displayed further includes specific advertisements related the patron's current patron request, and specific advertisements related to previous patron requests of the patron based on information retrieved from the patron database.

13 - 38. (Cancelled)

39. (Currently Amended) One or more non-transitory computer-readable media, comprising computer executable instructions that, when executed, direct a wireless portable patron unit, having an interactive display, at a venue, having one or more central computer systems, to perform a plurality off functions, including the functions of:

enabling entry, using the interactive display, of a plurality of patron information, including: a patron identifier, a current location of the patron unit, patron requests, and a different location of the patron unit when the patron moves to the different location at the venue;

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive the entered patron information and to perform a plurality of venue functions, including: authenticating the patron using the patron identifier, processing the patron requests, retrieving previously stored information regarding the authenticated patron from a patron database, and wirelessly sending the received patron information and the retrieved patron information to one or more portable wireless staff units; and

selectably receiving and displaying on the interactive display information from the

one or more central computer systems, including: a status of open patron requests from the patron, information regarding the patron retrieved from the patron database, information from a staff member assigned to the patron while the staff member is using a portable wireless staff unit, and venue information,

wherein the current location of the patron unit and the different location of the patron unit are selectively received by and displayed on at least one wireless portable staff unit.

40. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 39, further comprising computer executable instructions that, when executed, direct the patron unit to display an item previously ordered by the patron to enable the patron to reorder the previously ordered item, the previously ordered item by the patron was retrieved from the patron database by the one or more central computer systems.

41. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 40, wherein the patron information retrieved from the patron database associated with the one or more central computer systems further includes information relating to patron preferences, patron dietary restrictions, and patron special requests.

42. (Previously Presented) One or more non-transitory computer-readable

media as recited in claim 39, further comprising computer executable instructions that, when executed, direct the wireless portable patron unit to display an estimate of a time to completion of a pending patron request.

43. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 39, further comprising computer executable instructions that, when executed, enable the one or more central computer systems to authenticate the patron using the wireless portable patron unit before accepting the patron requests.

44. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 39, further comprising computer executable instructions that, when executed, direct the wireless portable patron unit enables the patron to page one or more staff members assigned to the patron.

45 - 46. (Cancelled)

47. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 39, further comprising computer executable instructions that, when executed, direct the wireless portable patron unit to display cross-sell and/or up-sell recommendations based upon previous patron requests made by a same patron, which have been retrieved from the patron database.

48. (Cancelled)

49. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 39, further comprising computer executable instructions that, when executed, direct the wireless portable patron unit to display advertisements selected by the venue, the advertisements including general advertisements provided to all patrons of the venue, specific advertisements related to the patron's current patron request, and specific advertisements related to previous patron requests of the patron based on information retrieved from the patron database.

50. (Currently Amended) One or more non-transitory computer-readable media comprising computer executable instructions that, when executed, direct a wireless portable staff unit, in communication with one or more central computer systems and with one or more wireless portable patron units using wireless network at a venue, to perform a plurality of functions, including:

selectably receiving and displaying, on an interactive display of the portable staff unit, information from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons when any of the assigned patrons moves to a different location at the venue, and patron information regarding the assigned patrons

retrieved by the one or more central computer systems from a patron database after authentication of the patron by the one or more central computer system,

wherein the user interface also enables entry, by the staff member using the interactive display, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information,

wherein a current location of an assigned patron and a different location of the assigned patron are entered into, and selectively displayed on, a wireless portable patron unit.

51. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 50, wherein the information updating the status of open assigned patron requests, entered into the staff unit, includes information indicating that a patron request has been delivered to the patron.

52. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that,

when executed, direct the staff unit to display information specifying a quantity of patron requests assigned to a particular staff member.

53. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that, when executed, direct the staff unit to display information specifying a quantity of patron requests assigned to a particular zone of responsibility.

54. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display information specifying a total quantity of patron units that are logged into a network for the venue.

55. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display real-time activity of a patron which is performed concurrently on a portable patron device.

56. (Cancelled)

57. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display a request from a patron using a

patron unit for delivery of the patron's bill.

58. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display messages received from venue management.

59. (Currently Amended) One or more non-transitory computer-readable media comprising computer executable instructions that, when executed, direct one or more central computer systems at a venue, in communication with a one or more wireless portable patron units and one or more wireless portable staff units over a wireless network, to perform a plurality of functions, including:

receiving wireless signals from the one or more patron units, permitting the one or more central computer systems to receive patron information entered by a patron using an interactive display of a patron unit and to perform a plurality of venue functions, including: authenticating a patron using a patron identifier entered by a patron on the patron unit, processing patron requests, and retrieving previously stored information regarding the authenticated patron from a patron database;

wirelessly sending the received patron information and the retrieved patron information to the one or more staff units;

receiving wireless signals from the one or more staff units, permitting the one or more central computer systems to receive staff information entered by a staff member

using an interactive display of a staff unit, and to perform a plurality of staff venue functions, including processing: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and  
wirelessly sending designated received staff information, the retrieved patron information, and venue information to the one or more patron units,

wherein the received patron information includes a current location of a patron unit, and a different location of the patron unit when a patron moves to a different location at the venue, which are selectively displayed on the patron unit and the one or more staff units.

60. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 59, wherein the venue information includes menus for ordering items.

61. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 59, wherein the venue information includes services offered by the venue.

62. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 59, wherein the venue information includes advertisements.

63. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 59, wherein the retrieved patron information includes information regarding previously patron requests, patron preferences, patron dietary restrictions, and patron special requests.

64. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 59, wherein the venue information includes advertisements selected by the venue, the advertisements including general advertisements provided to all patrons of the venue, specific advertisements related to the patron's current patron request, and specific advertisements related to previous patron requests of the patron based on information retrieved from the patron database.

65. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 59, wherein a received patron request includes a request for Internet access provided by the venue.

66. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 59, wherein the received patron information includes a request for an electronic bill, which the patron can pay electronically using the patron unit.

67. (Previously Presented) One or more non-transitory computer-readable

media as recited in claim 59, further comprising computer executable instructions that, when executed, direct the one or more central computer systems to communicate with one of a plurality of venue fulfillment centers, wherein each venue fulfillment center provides a different fulfillment.

68. (Previously Presented) One or more non-transitory computer-readable media as recited in claim 59, further comprising computer executable instructions that, when executed, direct the one or more central computer systems to notify a patron that a specific patron request has been successfully processed by a specific fulfillment center that provides a specialized venue service requested by the patron that is not related to the restaurant services of the venue.

69. (Currently Amended) A wireless portable patron unit for use in a venue, in communication with one or more central computer systems and with one or more wireless portable staff units, the wireless portable patron unit comprising:

- a controller;
- an interactive display;
- a user interface for display on the interactive display, the user interface configured to enable entry of a plurality of patron information, including: a patron identifier, a current location of the patron unit, patron requests, and a different location of the patron unit when the patron moves to the different location at the venue; and
- a communicator, for providing wireless signals to the one or more central

computer systems, permitting the one or more central computer systems to receive the entered patron information and to perform a plurality of venue functions, including: authenticating the patron using the patron identifier, processing the patron requests, retrieving previously stored information regarding the authenticated patron from a patron database, and wirelessly sending the received patron information and the retrieved patron information to the one or more portable wireless staff units,

wherein the controller enables the patron to selectively receive and display on the interactive display information from the one or more central computer systems, including: a status of open patron requests from the patron, information regarding the patron retrieved from the patron database, information from a staff member assigned to the patron while the staff member is using a portable wireless staff unit, and venue information.

wherein the current location of the patron unit and the different location of the patron unit are selectively received by and displayed on at least one wireless portable staff unit.

70. (Previously Presented) The wireless portable patron unit as recited in claim 69, wherein the wireless portable patron unit is a dedicated device capable of being handheld and carried by the patron to the different location, the wireless portable patron unit being provided to the patron at the venue.

71. (Previously Presented) The wireless portable patron unit as recited in claim

69, wherein the wireless portable patron unit is configured to be temporarily secured to furniture used by the patron.

72. (Previously Presented) The wireless portable patron unit as recited in claim 70, wherein the interactive display device permits the user to select various sizes of fonts for displaying information.

73. (Previously Presented) The wireless portable patron unit as recited in claim 70, wherein the interactive display is a touch screen.

74. (Previously Presented) The wireless portable patron unit as recited in claim 70, further including packaging, configured to provide protection against the sun and other contaminants.

75. (Previously Presented) The wireless portable patron unit as recited in claim 69, wherein the user interface is configured to display an item previously ordered by the patron to enable the patron to reorder the previously ordered item, the previously ordered item by the patron having been retrieved from the patron database by the one or more central computer systems.

76. (Previously Presented) The wireless portable patron unit as recited in claim 75, wherein the patron information retrieved from the patron database associated with

the one or more central computer systems further includes information relating to patron preferences, patron dietary restrictions, and patron special requests.

77. (Previously Presented) The wireless portable patron unit as recited in claim 69, wherein the user interface is configured to display an estimate of a time to completion of a pending order.

78. (Currently Amended) The wireless portable patron unit as recited in claim 69, wherein the authentication comprises enabling the wireless portable patron unit to accept a biometric sample of the patron, which is compared to a previously received biometric sample of the patron that is stored in the patron database. [[.]]

79. (Previously Presented) The wireless portable patron unit as recited in claim 69, wherein the wireless portable patron unit allows the patron to page one or more staff members assigned to the patron.

80. (Cancelled)

81. (Previously Presented) The wireless portable patron unit as recited in claim 69, wherein the user interface is configured to display messages to the patron from the one or more central computer systems, from the one or more staff units, and from other patrons if the patron desires to communicate with other patrons.

82. (Previously Presented) The wireless portable patron unit as recited in claim 81, wherein the user interface is configured to display items and services offered by the venue.

83. (Previously Presented) The wireless portable patron unit as recited in claim 82, wherein the user interface is configured to display cross-sell and/or up-sell recommendations based on previous patron requests made by a same patron, which have been retrieved from the patron database.

84. (Cancelled)

85. (Currently Amended) The wireless portable patron unit as recited in claim 82 [[69]], wherein the user interface is configured to display advertisements selected by the venue, the advertisements including general advertisements provided to all patrons of the venue, specific advertisements related to the patron's current patron request, and specific advertisements related to previous patron requests of the patron based on information retrieved from the patron database.

86. (Currently Amended) A wireless portable staff unit assigned to a staff member, in communication with one or more central computer systems and with one or more wireless portable patron units using a wireless network at a venue, comprising:

a controller;

an interactive display;

a user interface for display on the interactive display, the user interface being configured to selectively receive and display information on the interactive display from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons when any of the assigned patrons moves to a different location at the venue, and patron information regarding the assigned patrons retrieved by the one or more central computer systems from a patron database after authentication of the patron by the one or more central computer system,

wherein the user interface also enables entry, by the staff member using the interactive display, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

a communicator providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information.

wherein the current location of an assigned patron and the different location of the assigned patron are entered into, and selectively displayed on, a wireless portable

patron unit.

87. (Previously Presented) The wireless portable staff unit as recited in claim 86, wherein the information updating the status of open assigned patron requests included information indicating that a patron request has been delivered to the patron.

88. (Previously Presented) The wireless portable staff unit as recited in claim 86, wherein the user interface is configured to display information specifying a quantity of patron requests assigned to a particular staff member.

89. (Currently Amended) The wireless portable staff unit as recited in claim 86, wherein the user interface is configured to display information specifying a quantity of patron requests assigned to a particular zone of responsibility at the venue.

90. (Previously Presented) The wireless portable staff unit as recited in claim 86, wherein the user interface is configured to display information specifying a quantity of patron units that are logged onto the network at the venue.

91. (Previously Presented) The wireless portable staff unit as recited in claim 86, wherein the user interface is configured to display actions performed by patrons using their wireless portable patron units as the actions are being performed by the patrons in real-time.

92. (Previously Presented) The wireless portable staff unit as recited in claim 86, wherein the user interface is configured to display information specifying when a notification/page is received from a patron requesting service from the staff member assigned to that patron.

93. (Previously Presented) The wireless portable staff unit as recited in claim 86, wherein the user interface is configured to display information specifying when a notification/page is received indicating when a patron has requested delivery of their bill.

94 - 109. (Cancelled)

110. (Currently Amended) A method for a wireless portable staff unit used by a staff member in a venue, in communication with one or more central computer systems and with one or more wireless portable patron units using a wireless network at a venue, comprising:

selectably receiving and displaying information on an interactive display of the staff unit from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons when any of the assigned patrons moves to a different location at the venue, and patron information regarding an assigned patron

retrieved by the one or more central computer systems from a patron database after authentication of the assigned patron by the one or more central computer systems, enabling entry, by the staff member using the interactive display of the staff unit, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information; and communicating with assigned patrons via their patron unit units, wherein a current location of an assigned patron and a different location of the assigned patron are entered into, and selectively displayed on, the wireless portable patron unit.

111. (Cancelled)

112. (Previously Presented) The method as recited in claim 110, further comprising: displaying a total number of patron requests assigned to each of a plurality of particular staff members.

113. (Previously Presented) The method as recited in claim 110, further

comprising: displaying a total number of patron requests assigned to a particular zone of responsibility at the venue.

114. (Previously Presented) The method as recited in claim 110, further comprising: displaying a quantity of patron units that are actively logged onto the wireless network for the venue.

115. (Previously Presented) The method as recited in claim 110, further comprising: displaying actions performed by patrons using their wireless portable patron units as the actions are being performed by the patrons in real-time.

116. (Previously Presented) The method as recited in claim 110, further comprising: displaying a notification/page from a patron to which the staff member is assigned requesting service.

117. (Cancelled)

118. (Previously Presented) A method of providing patron service in a stadium/arena, comprising:  
providing, to each of a plurality of patrons, a wireless portable patron unit having an interactive display in communication with one or more central computer systems, each of the wireless portable patron units, having downloaded therein a stadium/arena

seating configuration of a designated stadium/arena, and providing a plurality of functions, including:

enabling entry, using the interactive display, of a plurality of patron information, including: a patron identifier, a current location of the patron unit in the stadium/arena that correlates to the designated stadium/arena seating configuration, patron requests, and a different location of the patron unit when the patron moves to the different location at the stadium/venue;

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive the entered patron information and to perform a plurality of stadium/arena functions, including: authenticating the patron using the patron identifier, processing the patron requests, retrieving previously stored information regarding the authenticated patron from a patron database, and wirelessly sending the received patron information and the retrieved patron information to one or more portable wireless staff units;

selectably receiving and displaying on the interactive display information from the one or more central computer systems, including: a status of open patron requests from the patron, information regarding the patron retrieved from the patron database, information from a staff member assigned to the patron, and stadium/arena information; and

providing, to each of a plurality of staff members, a wireless portable staff unit in communication with the one or more central computer systems, each of the wireless portable staff units including an interactive display and providing a plurality of functions,

including:

selectably receiving and displaying information on the interactive display from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons, and patron information regarding the assigned patrons retrieved from the patron database;

enabling entry, by the staff member using the interactive display, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information.

119. (Cancelled)

120. (Currently Amended) One or more non-transitory computer-readable media comprising computer executable instructions that, when executed, direct a wireless portable staff unit, in communication with one or more central computer systems and with one or more wireless portable patron units using a wireless network at

a stadium/arena, to perform a plurality of functions, including:

selectably receiving and displaying, on an interactive display of the staff unit, information from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons in the stadium/arena, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons when any of the assigned patrons moves to a different location at the stadium/arena, and patron information regarding the assigned patrons retrieved by the one or more central computer systems from a patron database after authentication of the patron by the one or more central computer systems,

wherein the user interface also enables entry, by the staff member using the interactive display, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information,

wherein a current location of an assigned patron and a different location of the assigned patron are entered into, and selectable displayed on, a wireless portable patron unit.

121. (Cancelled)

122. (Currently Amended) A wireless portable patron unit for use in a stadium/arena, in communication with one or more central computer systems and with one or more wireless portable staff units, comprising:

- a controller;
- an interactive display;
- a memory, having stored therein a stadium/arena seating configuration of a designated stadium/arena;
- a user interface for display on the interactive display, the user interface configured to enable entry of a plurality of patron information, including: a patron identifier, a current location of the patron unit in the stadium/arena, patron requests, and a different location of the patron unit when the patron moves to the different location at the stadium/arena; and
- a communicator, for providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive the entered patron information and to perform a plurality of stadium/arena functions, including: authenticating the patron using the patron identifier, processing the patron requests, retrieving previously stored information regarding the authenticated patron from a patron database, and wirelessly sending the received patron information and the retrieved patron information to the one or more portable wireless staff units,

wherein the controller enables the patron to selectively receive and display on the interactive display information from the one or more central computer systems, including: a status of open patron requests from the patron, information regarding the patron retrieved from the patron database, information from a staff member assigned to the patron while the staff member is using a portable wireless staff unit, and stadium/arena information,

wherein the current location of the patron unit and the different location of the patron unit are selectively received by and displayed on the portable wireless staff unit.

123. (Previously Presented) The wireless portable patron unit as recited in claim 122, wherein the interactive display is touch-screen display.

124. (Currently Amended) A method for a wireless portable staff unit used by a staff member in a stadium/arena, in communication with one or more central computer systems and with one or more wireless portable patron units using a wireless network, comprising:

selectably receiving and displaying information on an interactive display of the staff unit from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons at the stadium/arena, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons when any of the assigned patrons moves to a different location at the stadium/arena, and patron

information regarding the assigned patrons retrieved by the one or more central computer systems from a patron database after authentication of the patron by the one or more central computer system,

enabling entry, by the staff member using the interactive display of the staff unit, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information; and

communicating with assigned patrons via their patron unit units,  
wherein a current location of an assigned patron and a different location of the assigned patron are entered into, and selectively displayed on, a wireless portable patron unit.

125. - 128. (Cancelled)

129. (Previously Presented) The method as recited in claim 1 wherein the wireless portable patron unit may be temporarily mounted to another venue item.

130. (Previously Presented) The method as recited in claim 129 wherein the

another venue item is a chair.

131. (Previously Presented) The method as recited in claim 129 wherein the another venue item is a table.

132. (Cancelled)

133. (Previously Presented) The method as recited in claim 1, wherein the current location comprises a hotel room number associated with the venue.

134. (Cancelled)

135. (Previously Presented) The method as recited in claim 9, wherein the authentication comprises enabling the wireless portable patron unit to accept a biometric sample of the patron, which is compared to a previously received biometric sample of the patron that is stored in the patron database.

136. (Previously Presented) The method as recited in claim 135 wherein the biometric sample is a fingerprint.

137. - 139. (Cancelled)

140. (Previously Presented) The method as recited in claim 118, wherein the wireless portable patron units are mountable to seats at the stadium/arena.

141. (Previously Presented) The method as recited in claim 120 wherein the patron units are mountable to chairs.

142. (Cancelled)

143. (Previously Presented) The wireless portable patron unit of claim 69 wherein the different location of the wireless portable patron unit is determined by a wireless link to one or more network access points, which wirelessly communicates with the one or more central computer systems.

144. (Previously Presented) The wireless portable patron unit of claim 69, further comprising:

a GPS receiver;

wherein the current location and subsequent locations of the portable patron unit is determined via the GPS receiver and transmitted to the one or more central computer systems.

145. - 150. (Cancelled)

151. (Currently Amended) A method for providing patron service at a venue, comprising:

providing, to each of a plurality of patrons, a wireless portable patron unit in communication with one or more central computer systems, each of the wireless portable patron units providing a plurality of functions, including:

providing an interactive display;

allowing a patron to input patron identification information;

allowing a patron to input a patron request;

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to process the patron request, to determine a current location of the patron unit, and to track subsequent locations of the patron unit in real time;

displaying a status of an open patron request;

receiving and displaying information from the one or more central computer systems;

providing, to each of a plurality of staff, a wireless portable staff unit in communication with the one or more central computer systems, each of the wireless portable staff units providing a plurality of functions, including:

providing an interactive display;

receiving from the one or more central computer systems the current location of the patron unit, and the subsequent locations of the patron unit in real time;

sending staff requests to the one or more central computer systems for

information regarding the patron request;

viewing the open patron request and the status of the open patron request;

displaying a map on the interactive display of the staff unit showing the current location of the patron unit, and the subsequent locations of the patron unit in real time;

displaying information regarding previous patron requests from the patron, which have been retrieved from a patron database associated with the one or more central computer systems;

allowing a staff member to update the status of the open patron request; and

allowing the staff member to input a patron request for the patron using the staff unit; and

providing one or more central computer systems, said one or more central computer systems providing a plurality of functions,

receiving and processing patron requests from the plurality of patrons via the plurality of patron units;

determining a current location of each of the plurality of patron units from the wireless signals provided from the plurality of patron units, and tracking subsequent locations of the plurality of patron units in real time;

storing information regarding previous patron requests, from each of the plurality of patrons, in a database; and

receiving and processing staff requests from the plurality of staff,  
wherein the current location of the patron unit, and the subsequent locations of  
the patron unit, are selectively displayed on the patron unit.

152. (Previously Presented) The method of claim 151 wherein the one or more central computer systems includes a point of sale capability or interfaces to an external point of sale capability.

153. (Previously Presented) A method for providing patron service at a venue, comprising:

downloading a patron unit software application to patron-supplied hardware, software application allowing the patron-supplied hardware to operate as a wireless portable patron unit and to provide a plurality of functions, including:

enabling entry of a plurality of patron information, including: a patron identifier, a current location of the patron unit, patron requests, and a different location of the patron unit when the patron moves to the different location at the venue;

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive the entered patron information and to perform a plurality of venue functions, including: authenticating the patron using the patron identifier, processing the patron requests, retrieving previously stored information regarding the authenticated patron from a patron database, and wirelessly sending the received patron information and the retrieved patron information

to one or more portable wireless staff units; and

selectably receiving and displaying information from the one or more central computer systems, including: a status of open patron requests from the patron, information regarding the patron retrieved from the patron database, information from a staff member assigned to the patron, and venue information; and

providing, to each of a plurality of staff members, a wireless portable staff unit in communication with the one or more central computer systems, each of the wireless portable staff units including an interactive display and providing a plurality of functions, including:

selectably receiving and displaying information on the interactive display from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons, and patron information regarding the assigned patrons retrieved from the patron database;

enabling entry, by the staff member using the interactive display, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the

entered staff information.

154. (Previously Presented) The method of claim 153 wherein the one or more central computer systems includes a point of sale capability or interfaces to an external point of sale capability.

155. (Previously Presented) The method as recited in claim 2, wherein the plurality of services further includes providing music and video.

156. (Previously Presented) The method as recited in claim 155, wherein the plurality of services includes providing internet access and communication services using Voice over Internet Protocol.

157. (Previously Presented) The method as recited in claim 1, wherein the providing, to each of a plurality of patrons, a wireless portable patron unit includes enabling a personal patron device, which is compatible with the venue's one or more central computer systems, by downloading venue application software into the personal patron device.

158. (Previously Presented) The method of claim 1, wherein the patron database includes a patron profile of designated patrons who have previously visited the venue, the patron profile including information regarding patron identification,

previous patron requests, any dietary restrictions, any special patron needs, and any special patron requests.

159. (Previously Presented) The method of claim 1, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in real time prior to submission of a patron request, so that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

160. (Previously Presented) The method of claim 9, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in real time prior to submission of a patron request, so that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

161. (Previously Presented) The wireless portable patron unit as recited in claim 69, wherein the wireless portable patron unit can be a personal patron device, which is compatible with the venue's one or more central computer systems, that has been enabled as a wireless portable patron unit by downloading venue application software into the personal patron device.

162. (Previously Presented) The one or more non-transitory computer-readable media as recited in claim 39, wherein the wireless portable patron unit can be a personal patron device, which is compatible with the venue's one or more central computer systems, that has been enabled as a wireless portable patron unit by downloading venue application software into the personal patron device.

163. (Previously Presented) The method of providing service in a stadium/arena as recited in claim 118, wherein the providing, to each of a plurality of patrons, a wireless portable patron unit includes enabling a personal patron device, which is compatible with the venue's one or more central computer systems, by downloading venue application software into the personal patron device.

164. (Previously Presented) The method of claim 82, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in real time prior to submission of a patron request, so that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

165. (Previously Presented) The method of claim 161, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in real time prior to submission of a patron request, so

that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

166. (Previously Presented) The one or more non-transitory computer-readable media as recited in claim 39, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in real time prior to submission of a patron request, so that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

167. (Previously Presented) The wireless portable staff unit as recited in claim 86, wherein when a patron enters one or more items under patron consideration into a Consideration List using a patron unit, a staff member assigned to that patron views the Consideration List on the staff unit in real time, prior to submission of a patron request, and assists the patron in finalizing a selection of the one or more items under patron consideration.

168. (Previously Presented) The one or more non-transitory computer-readable media as recited in claim 50, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in real time prior to submission of a patron request, so that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

169. (Previously Presented) The method as recited in claim 110, wherein when a patron enters one or more items under patron consideration into a Consideration List using a patron unit, a staff member assigned to that patron views the Consideration List on the staff unit in real time, prior to submission of a patron request, and assists the patron in finalizing a selection of the one or more items under patron consideration.

170. (Previously Presented) The method as recited in claim 118, wherein providing the wireless portable patron unit includes enabling a patron's personal patron device, which is compatible with the one or more central computer systems of the designated stadium/arena, the enabling being performed by downloading stadium/arena application software into the personal patron device.

171. (Previously Presented) The method as recited in claim 118, wherein the patron unit includes an outer protective casing, which is designed to provide protection at least against sun, rain, and spilled refreshments.

172. (Previously Presented) The wireless portable patron unit as recited in claim 122, wherein the wireless portable patron unit can be a personal patron device, which is compatible with the venue's one or more central computer systems, that has been enabled as a wireless portable patron unit by downloading stadium/arena application software into the personal patron device.

173. (Previously Presented) The method as recited in claim 153, wherein the patron identifier is automatically determined by the one or more central computer systems based upon the wireless signals provided by the patron unit.

2. The following is an examiner's statement of reasons for allowance:

Regarding independent claims 1, 39, 50, 59, 69, 86, 110, 118, 120, 122, 124, 151 and 153

Claims 1, 39, 50, 59, 69, 86, 110, 118, 120, 122, 124, 151 and 153 recite patron and portable staff units which allow patrons to put an orders and check the status of orders and keep track of patron's movement and current location and display the location of patron on portable patron unit and portable staff unit.

The most remarkable prior arts are Terase (US 7257547), Mayer et al. (US 20020026364), Cogen (US 20020138350), Baratz (US 20040054585), Toth (US 20030078793), Camaisa et al. (US 5845263), Ragsdale-Elliott et al. (US 20020147647), Leifer (US 20030088469) and Fano (US 6317718).

Terase discloses service management system which teaches patron can order desired food using patron unit and check the status of the order. However, Terase does not teaches feature of keeping track of patron's movement and current location and display the location of patron on portable patron unit and portable staff unit.

Mayer et al. discloses electronic waiter system where patron can order desired food using patron unit and check status of the order. However, Mayer does not teach feature of keeping track of patron's movement and current location and display the location of patron on portable patron unit and portable staff unit.

Cogen discloses patron handheld ordering device which remember patron's previous order and preference. However, Cogen does not teach feature of keeping track of patron's movement and current location and display the location of patron on portable patron unit and portable staff unit.

Baratz discloses upselling patron's order in retail business based on the previous request made. However, Baratz does not teach feature of keeping track of patron's movement and current location and display the location of patron on portable patron unit and portable staff unit.

Toth discloses customer-centric restaurant system directing patron unit to authenticate the patron before the request is fulfilled and remember customer's preference. However, Toth does not teach feature of keeping track of patron's movement and current location and display the location of patron on portable patron unit and portable staff unit.

Camaisa discloses portable interactive ordering system which display menu on the portable device and customer can use the portable device to put an order to a restaurant. However, Cogen does not teach feature of keeping track of patron's movement and current location and display the location of patron on portable patron unit and portable staff unit.

Ragsdale-Elliott discloses wireless matre d'system for restaurant which allow patrons to put order using electronic communication system and waiter/waitress has pager to transmit and receive messages. However, Ragsdale-Elliott does not teaches feature of keeping track of patron's movement and current location and display the location of patron on portable patron unit and portable staff unit.

Leifer discloses a system that provides handheld devices to patron where patron can make direct communication with waiter/waitress and display status of service. However, Leifer does not teaches feature of keeping track of patron's movement and current location and display the location of patron on portable patron unit and portable staff unit.

Fano discloses displaying the location of user on PDA or other handheld devices. Howver, Fano does not teaches feature of keeping track of patron's movement and current location and display the location of patron on portable patron unit and portable staff unit.

3. Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to IG T. AN whose telephone number is (571)270-5110. The examiner can normally be reached on Monday - Friday 9 - 6.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Matthew S. Gart can be reached on 571-272-3955. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Ig T An/  
Examiner, Art Unit 3687

/Matthew S Gart/  
Supervisory Patent Examiner, Art Unit 3687